

**A PRAGMATIC ANALYSIS OF COMPLAINTS USED BY CHARACTERS IN
CONFESSIONS OF A SHOPAHOLIC MOVIE**

A Thesis

**Presented as Partial Fulfillment of the Requirements for the Attainment of
a *Sarjana Sastra* Degree in English Language and Literature**



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A Pragmatic Analysis of Complaints Used by Characters Found in *Confessions of a Shopaholic* Movie

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menyatakan bahwa karya ilmiah ini adalah hasil pekerjaan saya sendiri dan sepanjang pengetahuan saya, karya ilmiah ini tidak berisi materi yang dipublikasikan atau ditulis oleh orang lain, kecuali pada bagian-bagian tertentu yang saya ambil sebagai acuan dengan mengikuti tata cara dan etika penulisan karya ilmiah yang lazim.

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MOTTO

"People who are seccessful have learned to make themselves do things to be done when it had been done, whether they like it or not"

(Aldus Huxley)

"Jika kita berfikir bisa pasti akan bisa, namun sebaliknya jika kita berfikir akan gagal maka kegagalan pula yang kita dapat"

"Don't be a complainer, keep fighting"

(Ken)

DEDICATIONS

I dedicate the thesis to the wonderful people in my life:

BAPAK SUHERMAN AND IBUKENTI LESTARI

*who are never tired of loving, caring, supporting, and
praying for me.*

They always give me spirit to finish this thesis.

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TABLE OF CONTENTS

APPROVAL SHEET	ii
RATIFICATION SHEET	iii
<i>PERNYATAAN</i>	iv
MOTTO	v
DEDICATIONS	vi
ACKNOWLEDGEMENTS	vii
TABLE OF CONTENTS	ix
LIST OF FIGURES	xi
LIST OF TABLES	xii
LIST OF ABBREVIATIONS	xiii
ABSTRACT	xiv
 CHAPTER I INTRODUCTION	 1
A. Background of the Study.....	1
B. Identification of the Problems.....	4
C. Limitation of the Problems	5
D. Formulation of the Problems.....	6
E. Objectives of the Study	6
F. Significance of the Study	7
 CHAPTER II LITERATURE REVIEW AND ANALYTICAL CONSTRUCT	 8
A. Theoretical Description.....	8
1. Pragmatics	8
2. Parts of Pragmatics.....	9
3. Speech Act	12
4. Speech Act of Complaint	19
5. <i>Confessions of a Shopaholic</i> Movie.....	27
B. Previous Research	29
C. Conceptual Framework and Analytical Construct	31
1. Conceptual Framework	31

2. Analytical Construct.....	33
CHAPTER III RESEARCH METHODS	34
A. Type of the Research.....	34
B. Data Preparation.....	34
C. Technique of the Data Collection	34
D. Methods of Data Analysis	37
E. Trustworthiness	38
CHAPTER IV FINDINGS AND DISCUSSION	40
A. Research Findings	40
1. The Ways of Expressing Complaints Employed by the Characters in the Film Entitled <i>Confessions of a Shopaholic</i>	40
2. The Functions of Expressing Complaints Employed by the Characters in the Film Entitled <i>Confessions of a Shopaholic</i>	41
3. The Kinds of Complaining Strategies Employed by the Characters in the Film Entitled <i>Confessions of a Shopaholic</i>	42
B. Discussion	44
1. The Ways of Expressing Complaints Employed by the Characters in the Film Entitled <i>Confessions of a Shopaholic</i>	44
2. The Functions of Expressing Complaints Employed by the Characters in the Film Entitled <i>Confessions of a Shopaholic</i>	51
3. The Kinds of Complaining Strategies Employed by the Characters in the Film Entitled <i>Confessions of a Shopaholic</i>	60
CHAPTER V CONCLUSIONS AND SUGGESTIONS.....	72
A. Conclusions	72
B. Suggestions	73
REFERENCES.....	75
APPENDICES	77

LIST OF FIGURES

Figure 1: Cover of <i>Confession of a Shopaholic</i>	28
Figure 2: Analytical Construct	33

LIST OF TABLES

Table 1: Linguistic Forms and the Functions.....	17
Table 2: Strategies of Complaint	25
Table 3: Data Sheet on complaining strategies in <i>Confession of a Shopaholic</i>	36
Table 4: Data Sheet on the Functions of Complaint in <i>Confession of a Shopaholic</i>	37
Table 5: Findings on the Ways of Expressing Complaints Used <i>Confession of a Shopaholic's</i> characters.....	41
Table 6: Findings on the functions of Complaint Used <i>Confession of a Shopaholic's</i> characters.....	42
Table 7: Findings on the Complaints Strategies Used <i>Confession of a Shopaholic's</i> characters.....	43

LIST OF ABBREVIATIONS

CPT	: Complaint
ID	: Indirect
D	: Direct
NER	: No Explicit Reproach
EOD	: Expressing of Disapproval
Acc	: Accusation
S	: Scene

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ABSTRACT

This research aims at (1) describing the ways of expressing complaint speech act applied by the characters in *Confessions of a Shopaholic*; (2) explaining the functions of complaints used by *Confessions of a Shopaholic* characters; and (3) documenting the complaint strategies of *Confessions of a Shopaholic* characters in choosing a certain strategy.

This research was qualitative research, in which content analysis was used to analyze speech act of complaint. The data of the research were in the forms of utterances as uttered by the characters in *Confessions of a Shopaholic* found in dialogues. In the research, quantitative data were also used in the form of number to strengthen the findings. The main instrument of the research was the researcher herself and the secondary instrument was the data sheets. The data were collected by note-taking technique. In analyzing the data, the researcher used referential methods. The methods were done by identifying and re-examining the data based on the theory of complaint strategies and the theory of complaint functions proposed by Anna Trosborg. The validity of the research was gained by doing the theory of triangulation and doing peer correction with competent friends of English Language and Literature majoring in linguistics.

The research reveals three findings. First, the ways of expressing complaint applied by *Confessions of a Shopaholic*'s characters are direct and indirect types. In the application of the type, *Confessions of a Shopaholic*'s characters mostly apply indirect complaints compared to direct complaint. Second, the four complaint functions applied by characters of *Confession of a Shopaholic* are *request to repair*, *threat*, *request for forbearance*, and *share negative evaluation*. In the application of the maxims, *Confessions of a Shopaholic*'s characters mostly apply request for repair, and they never use request for forbearance. Third, the complaint strategies applied by *Confessions of a Shopaholic*'s characters are *no explicit reproach*, *expressing of disapproval*, *accusation*, and *blame*. *Blame* is applied mostly by *Confessions of a Shopaholic*'s characters in their utterances.

Key words: *Confessions of a Shopaholic*, speech acts of complaint